States. Almost every State in the United States want to have this established in its territory and this matter has not yet been decided by the United States. As regards the involvement of defence agencies, we are not aware of the involvement of any defence agency. In fact, as I said, this is not even a Government programme. It is an academic programe for basic science, funded by the Government in view of the great importance of this programme.

Machinery for Redressal of Public Grievances

*43. SHRI BEKAL UTSAHI:†
SHRI CHANDRIKA PRASAD TRIPATHI:

Will the PRIME MINISTER be pleased to state:

(a) whether Government have decided to strengthen the machinery for the redressal of public grievances; and

(b) if so, the steps taken in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI P. CHIDAMBARAM): (a) Yes, Sir.

(b) A statement is laid on the Table of the House.

Statement

Arrangements for redress of public grievances have been made generally in all Ministries/Departments. However, to further strengthen the existing system, it has been decided to take the following steps:

(i) A directorate of Public Grievances will be set up under the Cabinet Secretariat w.ef. 1-4-1988. To begin with the Directorate's ambit will cover the Ministries/Departments of Railways, Posts and Telecommunications, and the Banking Division of the Department of Economic Affairs. Further expansion to cover other Ministries and Public Sector Undertakings will be decided in the light of experience gained. Subject to certain exceptions, the Directorate will take up the complaints selectively after satisfying itself about the *bona fides* of the complainant and keeping in view the gravity of the subject matter of the grievance. The Directorate will be given authority to call for and examine the relevant file of the Ministry/Department concerned to see whether a grievance had been dealt with in a fair, objective and just manner and whether a 'speaking' decision had been communicated to the complainant within a reasonable period of time. Where the Directorate is satisfied that a grievance has not been dealt with fairly, properly and justly, it may make a suitable recommendation on the case and send it for the consideration of the concerned Minister/Secretary.

(ii) The officer designated as the Director of Grievances in each Ministry/Department/Public Sector Undertaking/Autonomous body will have the responsibility and power to call for papers/files from other Divisions/Wings and dispose of a grievance which has been pending for more than three months, after obtaining the approval of the Secretary/Head of the Department/ Head of the Organisation of the Ministry/Department/Public Sector Undertaking/Autonomous Body concerned.

(iii) Wednesday will be designated as a 'Meetingless day' in the Central Secretariat and three hours on that day will be set apart for grievance redressal when all officers of the level of Deputy Secretary and above would remain avail-

†The question was actually asked on the floor of the House by Shri Bekal Utsahi.

able for receiving and hearing public grievances. Similar instructions will also apply for the field offices of Ministries/Departments though some flexibility will be given to them in notifying the meetingless day depending upon local requirements.

श्री बेकल "उत्साही": सभापति महोदय आपकी होसला अफजाई का शक्रिया कि आपने अवसर दिया। मैं सब से पहले भारत सरकार और खासकर प्रधान मंत्री को बधाई देना चाहता हूं, मुबारकबाद पेश करना चाहता हूं कि उनकी देख रेख में प्रशासनिक सुधार लाने और जनता की कठिनाइयां दूर करने या लोक शिकायतों के निवारण के लिए तंत्र को मुस्तहकिम बनाने का निर्णय लिया है। मोहतरम, प्रैस में जिस तरह की खबरें छपी हैं कि एक नया निदेशालय केबिनेट सेक्रेटेरिएट के अंतर्गत एक सेक्रेटरी के जेरे निगरानी काम करेगा, तो क्या मंत्री महोदय बताने का कष्ट करेंगे कि इसका पूरा ब्यौरा क्या है और किस प्रकार की शिकायतें जनता इस निदेशालय में कर सकेगी।

†شری بیکل (اتساهو):

اڈھیکش مہودے - آپ کی حوصلہ افزائی کا شکریہ کہ آپ نے موقع دیا۔ میں سب سے پہلے بھارت سرکار اور خاص کر پردھان منتری کو بدھائی دینا چاہتا ہوں - مبارکباد پیش کرنا چاہتا ہوں - کہ ان کی دیکھ ریکھ میں پرشاسنک سدھار لانے اور جنتا کی کٹھنائیاں دور کرنے یا لوک شکایتوں کے نواران کیانے تنتر کو مستحکم بنانے کا فیصلہ لیا ہے - محترم - پریس میں جسطرح کی خبریں چھپی ہیں - کہ ایک نیا نڈیشالیہ کیبنٹ سیکریٹیریٹ کے انترگت ایک سیکریٹری کے زیر نگرانی کام کریگا - تو کیا منتری مہودے - بتانے کا کشٹ کرینگے کہ اسکا پورا بھورا کیا ہے - اور کس پرکار کی شکایتیں جنتا اس نڈیشالیہ میں کر سکےگی -]

SHRI P. CHIDAMBARAM: A directorate of public grievances will be set up under the Cabinet Secretariat with effect from the 1st April, 1988. To begin with, the directorate's ambit will cover the Ministry/Departments of Railways, Posts and Telecommunications....

MR. CHAIRMAN: You have already laid it on the Table of the House.

SHRI P. CHIDAMBARAM: He wants to know the ambit.

MR. CHAIRMAN: You tell something more than that. What is laid on the Table of the House, need not be repeated. You have to save the time of the House also.

SHRI P. CHIDAMBARAM: Only four departments will be taken up first. After we gain experience of the working of the four departments, this will be extended to some other departments. As far as the nature of the work is concerned, this is being discussed now in the Cabinet Secretariat and the administrative set-up will be formed before the 1st of April, 1988. As far as internal procedures are concerned what we expect is that it will be done very selectively and after the complaint has been examined and the bona fides of the complainant have been established, the Directorate will call for the file, pass an order and recommend it to the Minister or the Secretary. Expansion of the Directorate will depend upon the experience gained with these four departments.

†( ) Transliteration in Arabic Script.

MR. CHAIRMAN: He has summarised what he has laid on the Table of the House.

श्री बेकल "उत्साही" : महोदय, मंत्री महोदय फिर जहमत फरमाएंगे इस समय प्रत्येक मंत्रालय में पब्लिक ग्रिवेन्सेस सेल काम कर रहे हैं और अगर कर रहे हैं तो यह नया निदेशालय स्थापित करने का क्या कारण हैं ? इस निदेशालय का इस वक्त दायरायकार क्या है?

महोदय, उसूल लाए हो फूलों के मुस्कराने का, मगर वह कौन से मौसम में मुस्कराएंगे ?

†[شری بیکل (اتساہی): مہودے

منتری مہودے پھر زحمت فرمائینگے اس وقت ہر پبلک منتراليہ میں پبلک گریویانس سیل کام کر رہے ہیں اور اگو کر رہے ہیں تو نیا نديشاليہ قائم کرنے کا کیا کارن ہے - اس نديشاليہ کا اس وقت دائرہ کار کیا ہے - مہودے -

اصول لائے ہر پھولوں کے مسکرانے کا مگر وہ کون سے موسم میں مسکرائینگے -]

योजना मंत्री और कार्यक्रम कार्यान्वयन मंत्री श्री पी० शिवशंकर): मुस्कराने की बात भी उनकी भाषा में न करें तो कैसे मुस्कराएंगे ।

SHRI P CHIDAMBARAM: Sir, this Directorate is not intented to replace the internal grievance machinery of the Ministries and the departments. The internal grievance machinery will be the main machinery to deal with grievances It is not possible for one Directorate to take over all the grievances of the Ministries and the departments. This Directorate is being set up to look into complaints where there are enormous delays and the internal grievance machinery has failed to give redress. So, we are experimenting. We want to see how this experiment works and if it works well, we will extend it to other Ministries. But let me assure the House that the internal grievance machinery in each department and the Ministry will have to be strengthened and it will continue to deal with the grievances in the Ministries and the departments.

SHRI V. GOPALSAMY: Sir, it is a painful paradox that when the economic backbone of the poverty-stricken masses is crushed by the sweeping hike in railway fare and freight and also the posts and telecommunication fariff....

MR. CHAIRMAN: Put your question.

SHRI V. GOPALSAMY: ... it is nothing but hypocrisy. The statement goes on to say that the Directorate will take up complaints selectively after satisfying itself about the bona-fides of the complainant. The statement mentions about the Banking Division of the Department of Economic Affairs. Hundreds of thousands of grievance petitions are already before the Grievance Cell. The main grievance is that the loan applications, intended by the Banking Division of the Department of Economic Affairs, to help the poor are furnished and supplied only by Congress-I party offices throughout the country ....(*Interruptions*). This is the main complaint. The grievance of the poor people is that they do not get the loan application sanctioned unless they belong to Congress-I party. Now, the Government has entrusted the job of solving the grievances saying that bona fides of the complainant will be studied. Therefore, Sir, it is nothing but hypocrisy.... (*Interruptions*).

† ( ) Transliteration in Arabic Script.

MR. CHAIRMAN: Your supplementary is not related to the question.

SHRI V. GOPALSAMY: That is the complaint given by the poor people, by those who do not get loan applications. And now you are entrusting the job of studying the bona fides of the complainant.

MR. CHAIRMAN: You put your question.

SHRI V. GOPALSAMY: My question is, will this Government issue directions to the Banking Division not to entertain application forms for loans furnished by the ruling party offices only throughout the States of Tamil Nadu.

SHRI N. K. P. SALVE: Are you allowing this supplementary, Sir.. (*Interruptions*). It is my right to ask him. (*Interruptions*)

MR. CHAIRMAN: You can ask another supplementary. (*Interruptions*) The hon. Member's question was whether he has given those orders. I think I can give the answer. But let him give it. (*Interruptions*)

SHRI P. CHIDAMBARAM: Based upon my knowledge and information, I strongly repudiate the allegation that banks are giving loans only on the basis of applications given by one political party.

SHRI V. GOPALSAMY: Mr. Chairman, Sir, in my district alone. (*Interruptions*)

MR. CHAIRMAN: Mr. Gopalsamy, no arguments please. (*Interruptions*)

SHRI M. S. GURUPADASWAMY: Sir, on a point of order. (*Interruptions*)

SHRI V. GOPALSAMY: Five thousand applications for Panchayat Union have been given by the ruling party. (*Interruptions*) Let him take the challenge. (*Interruptions*)

MR. CHAIRMAN: Mr. Gopalsamy, will you sit down? (*Interruptions*) Mr. Gurupadaswamy, there are no points of order during Question Hour. You yourself wanted it I have ruled earlier. Secondly, in this case, the question was put and the answer has been given. You have other forums where you can say that this is done and this is not done etc. You have the opportunity when we discuss the President's Address, Budget and other things. (*Interruptions*)

SHRI V. GOPALSAMY: He is misleading the Hose. (*Interruptions*)

MR. CHAIRMAN: Let us do it under the rules. (*Interruptions*)

SHRI V. GOPALSAMY: He is totally misleading the House. Thousands and thousands of applications have been given by the Congress Party office to every Panchayat Union because they are facing elections. (*Interruptions*)

MR. CHAIRMAN: This is not the method. (*Interruptions*)

SHRI M. S. GURUPADASWAMY: Forty thousand applications were given to Congressmen. It was denied to others. On the eve of a byelection. (*Interruptions*)

SHRI N. K. P. SALVE: Mr. Chairman, Sir, are all these things going on record? (*Interruptions*) Respectfully I would like to submit. (*Interruptions*)

MR. CHAIRMAN: No, Mr. Salve. You know it. You are a veteran, If I permit you....

SHRI N. K. P. SALVE: You have permitted them already.

MR. CHAIRMAN: I have not permitted anybody.

SHRI N.K.P. SALVE: That means all these will not go on record?

MR. CHAIRMAN: The member put a question and the hon. Minister has given the reply. The matter ends.

SHRI N. K. P. SALVE: What about this allegation?

MR. CHAIRMAN: Mr. Salve, you are a veteran.

SHRI N. K. P. SALVE: What about the allegation of Mr. Gurupadaswamy?

SHRI M. S. GURUPADASWAMY: I repeat it. Let there be investigation.

SHRI N. K. P. SALVE: What about this allegation? (*Interruptions*)

SHRI A. G. GULKARNI: Mr. Chairman, Sir, there is a word called 'irrelevant' in the dictionary. When such questions are asked, you should rule them out as irrelevant. I would request you..... (*Interruptions*)

MR. CHAIRMAN: I do not use harsh words. I will never use harsh words. (*Interruptions*) This is my weakness. Now Mr. Patel.

SHRI VITHALBHAI MOTIRAM PATEL: Sir, it is a very good thing that a machinery is being set up to redress the grievances of the people but the important thing is that it should work efficiently. When an application is not disposed of in time and when a person complains that he has been denied justice or that his application has not been disposed of in time, may I know from the hon. Minister whether there is any provision to take action against the erring officer?

SHRI P. CHIDAMBARAM: Sir, the Directorate of Grievances when it takes up a case and finds that the grievance has not been dealt with fairly, justly and reasonably, while making its recommendation on what the decision should be has the authority, will also have the authority, to suggest any action against the officer concerned who has not disposed of the grievance in the first instance.

श्री सभापति : पंडित चतुरानन मिश्र

विधि और न्याय मंत्रालय में राज्य मंत्री (श्री हंसराज भारद्वाज): पंडित ये कब से हो गए ?

श्री चतुरानन मिश्र: सभापति महोदय, आपको पंडित या बिन पंडित कहने का अधिकार है ।

श्री सभापति : पंडित हों, इसीलिए कह रहा हूं । आप चतुरानन मिश्र है...

श्री चतुरानन मिश्र : 'शंकर' तो कुछ भी कह सकते हैं ।..

सभापति महोदय, लोक शिकायत की बात है, पब्लिक ग्रिवेंसेज की बात है तो जिला स्तर पर बहुत बड़ी तादाद में लोगों की तरह तरह की शिकायतें रहती हैं । जो डाइरेक्टोरेट लेवल पर आप कर रहे हैं, वह अच्छी बात है, मैं उसके खिलाफ नहीं हूं, लेकिन मुझको कुछ लग रहा है कि जो ऐडीशनल डिपार्टमेंट क्रियेट किए जा रहे हैं, उससे फर्दर कांप्लीकेशन होंगे, लेकिन फिर भी आप को करें । मैं दो बिन्दुओं पर सफाई चाहता हूं । एक तो जिला स्तर पर जहां जनता का सीधा संबंध है, उसके लिए आपके पास कोई मशीनरी है या नहीं ?

दूसरी बात यह है कि अखबारों में रोज फैमिली ग्रिवांसेज आती रहती है । क्या आप हर विभाग को यह आदेश देंगे कि इस तरह की जो शिकायतें प्रेस में छपती हैं उनका जवाब दिया करें कि इनकी शिकायत कैसे दूर की गई । आपका जो डाइरेक्टोरेट है वह इस बात का चैक अप करे कि अखबारों में आई शिकायतों को भी विभाग देखते हैं या नहीं ? इस पर वे कार्यवाही कर रहे हैं या नहीं ? क्या आप ऐसा कर सकेंगे ?

SHRI P. CHIDAMBARAM: Sir, point No. 20 of the 20-point programme deals with responsive administration and one of the aspects of responsive administration is redressal of public grievances. We have impres-

sed upon all State Governments to ensure that there is a grievances redressal machinery at the district collectorate level. In fact, I am happy to report that many of the district magistrates and collectors have set up grievances redressal machinery at the collectorate level. They take various forms in various States. Some have public hearing day, some have grievances day, some have a single window to receive complaints. So, it takes various forms in various States. My assessment is that the consciousness is growing that redressal of public grievances is one of the vital aspects of responsive administration.

SHRI CHATURANAN MISHRA: I could not hear you, whether the grievances are growing more and more or the redressal is....

SHRI P. CHIDAMBARAM: The grievances are increasing as well as consciousness among the public for redressal of grievances is also increasing. At the Central level several Ministries and departments have set up grievances redressal machinery. We are monitoring the machinery. I can give you examples of machinery which is working very well in several Central Ministries and departments.

This new Directorate is not going to be a super department or a super Ministry. It will be give a specific charge of looking into grave complaints where redressal has not been given by the internal machinery.

SHRI A. G. KULKARNI: Sir, the Minister just now has said that there is a grievances redressal machinery at the Centre and he has also advised the State Governments to institute similar grievances redressal machinery in their respective States. Already many States have an institution called 'Lokayukt'. They are empowered to receive complaints from the people against government officers, zila parishad officers, municipal officers. So, I want to know whether it will not duplicate the work and unnecessarily create more complications in the good arrangements made in various States. Secondly, at the Central level at present you have two or three departments. I want to know whether the decisions taken by these departments are only recommendatory. If so, the people will be more frustrated because the decision will not be implemented so easily.

SHRI P. CHIDAMBARAM: I think there is a vital distinction between a lokayukt and the kind of grievance redressal machinery that we are talking about. Lokayukts, depending upon the enactment under which they are functioning follow a *quasi judicial* procedure of recording evidence and hearing. By and large they are concerned with matters relating to corruption, although the charter, depending upon the Act, could also include cases of negligence.

What we are talking about is that at the administrative level, there must be an administrative approach to the redressal of grievances. I think there is a subtle distinction between the two and we should give a trial to the new experiment which is being tried.

As regards authority of the Directorate, as I said, the Directorate after examining the case, will make a recommendation. Although it is called "recommendation", it is agreed that the "recommendation" will go directly to the Minister and ordinarily the Minister will adopt it as the order on that particular case. We expect, and hope to get, cooperation of all Ministers. They have said that ordinarily they will accept that as an order in the case.

SHRI DHARAM CHANDER PRASHANT: There is a provision in Kautaliya's Artha Shastra for deployment of special squads of *doots*, to collect the grievances of people. I want to know whether it is possible to implement this provision of the greatest politician of India-Chanakya —when in Ramayana Lord Rama was doing it.

MR. CHAIRMAN: Are you going to follow Rama and Kautaliya?

SHRI P. CHIDAMBARAM: Sir we have, I think, enough grievances to deal with. The grievances are pouring in. I think I will be happy if we deal with the grievances that come to us.

THE PRIME MINISTER (SHRI RAJIV GANDHI): Sir, I would like to add to that. Yes, we do have such a machinery called the Congress Party.

SHRI PARVATHANENI UPENDRA: What about the grievances of the Congressmen. (*Interruptions*)

SHRI DIPEN GHOSH: Sir, when did the Congress Party become the Government machinery?

SHRI PARVATHANENI UPENDRA: Sir, who will deal with the grievances of Congressmen?

श्री राम अवधेश सिंह : कांग्रेस पार्टी करप्ट मशीनरी है।

श्री जगदम्बी प्रसाद यादव : यह बहुत गंभीर प्रश्न है। कांग्रेस पार्टी को सरकार बनाकर कह रहे हैं यह मशीनरी है। (व्यवधान) प्रधानमंत्री जी ने कहा एक मशीनरी है, कांग्रेस पार्टी है .. (व्यवधान) यह अच्छा उदाहरण नहीं है।

श्री सभापति : आप रोक नहीं सकते। यह उनका तुजुर्बा है। इस मामले में वह मदद कर रहे हैं वह चाहते हैं आप भी मदद कीजिए। (व्यवधान)

SHRI V. NARAYANASAMY: The hon. Minister has given broad outlines of the procedure to be adopted for removing public grievances. The Minister has stated that if the complaint is found to be *bona fide*, action will be taken by them. I would like to know from the hon. Minister whether any machinery will be there for the pudpose of conducting a pdeliminary enquiry by the Directorate to find out that the complaint is *bona fide* or *mala fide* and then decide the case.

SHRI P. CHIDAMBARAM: Sir, for the first time, we are giving authority to a Directorate outside the Ministry or Department concerned to call for the file of that Ministry or Department and examine it for themselves. It is not a case where we send the complaint to the Ministry or Department and ask for their comments. For the first time, authority will be given by a Government Resolution to call for the file, look into it independently and I think that will give them an idea whether the complaint is bona *fide* and whether it should be pursued.

Pakistan's strategy in Siachen glacier

*44. SHRIMATI VEENA VERMA:† SHRI KAPIL VERMA:

Will the Minister of DEFENCE be pleased to state:

(a) whether it is a fact that Pakistan is reinforcing its military strategy in Siachen glacier and is going in for latest tactical helicopters to provide quicker and greater logistic support to its army at high ponts in the region; if so, what steps Government propose to take to meet the situation; and

(b) whether Pakistan has finalised an agreement with U.S. Boeing company for purchase of heavy assault helicopters wth upgraded engines for high altitudes; if so, what are its implications for our defence?

THE MINISTER OF STATE IN THE MINISTRY OF DEFENCE (SHRI SANTOSH MOHAN DEV): (a) and (b) Government have seen some reports but have no confirmed informa-

†The question was actually asked on the floor of the House by Shrimati Veena Verma.